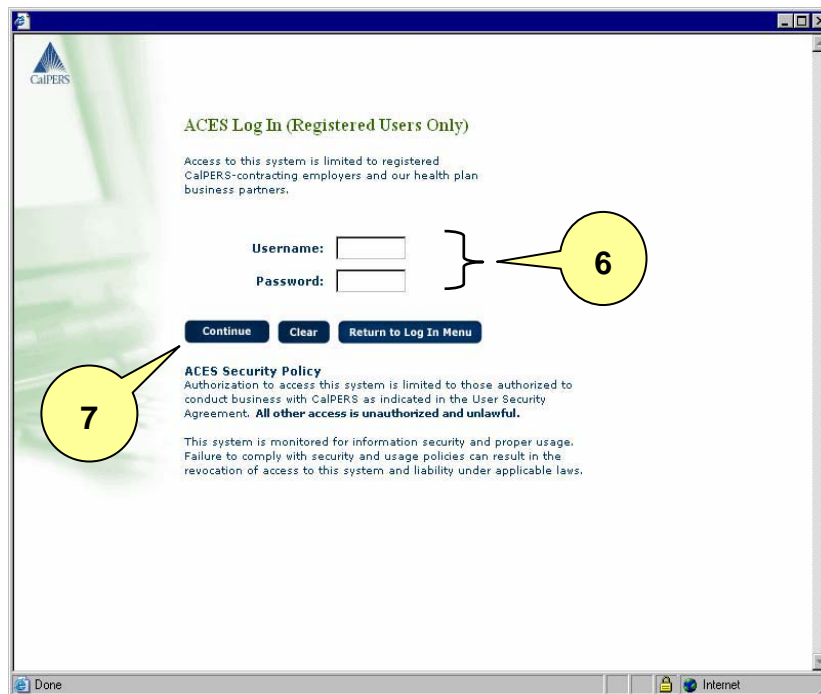## GETTING STARTED

Reminder

This User Guide includes work steps for both Health and Membership ACES functions. If your agency contracts for either Health or Membership but not both, please disregard the non-applicable information.

Connecting to ACES

1. Open your web browser.
2. Enter www.calpers.ca.gov/aces/ in the address bar.
3. Press Enter or click Go/Search.
4. Click **Log In To ACES**.
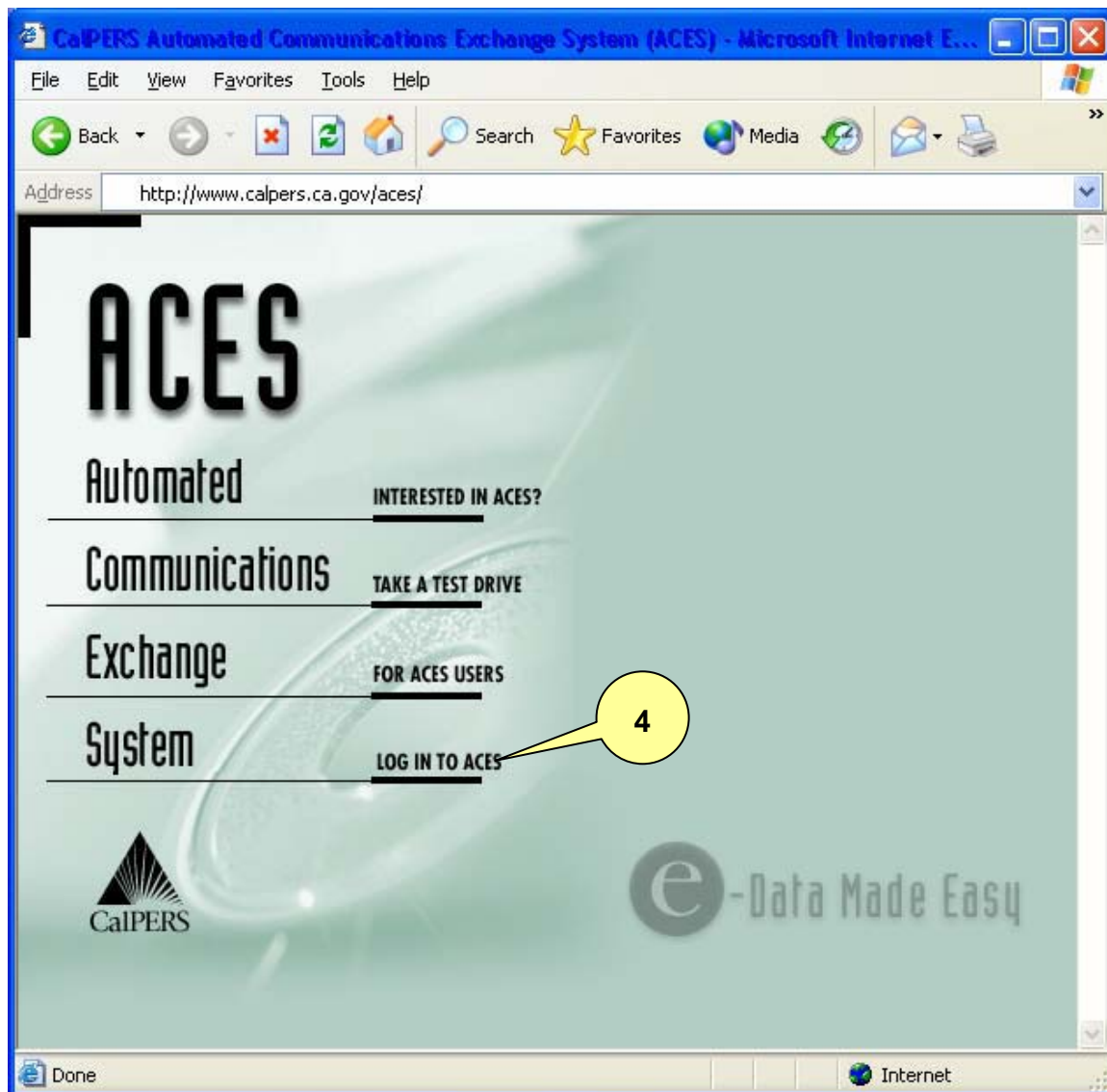
5. A new window will appear. Click the button next to **ACES – Registered Users Only**.
6. Type your ACES Username and Password.
7. Click **Continue** or Press **Enter**.

ACES Screen Navigation

1. **Help Menu** and **Screen Help**: Click **Help Menu** to access general ACES help information, or **Screen Help** for specific information regarding the screen you are currently accessing.
2. **Navigation Tree or Menu**: The list of ACES functions. A yellow folder indicates more options – click the folder to expand.
3. **Application Screen Title**: Identifies the function selected from the Navigation List that is currently in use.
4. **Screen Area**: This area displays information and fields specific to the function in use.
5. **Clear Button**: Clears the current participant's information.

Change Password

Access to ACES is secured and controlled through username(s) and password(s). Use the **Change Password** screen to change your password.

1. If this is your first time logging on to ACES or your password has expired, ACES will automatically direct you to the Change Password screen. Otherwise, click **Change Password** from the Navigation Tree. A new window will appear.
2. Enter your new password.
3. Repeat your new password.
4. Click **Continue**. You will receive confirmation that your password has been changed.

NOTE: If you enter your password incorrectly three times, your account will be locked. Contact your agency's Account Administrator to have your password unlocked. If you need additional assistance, contact the Employer Contact Center at (888) CalPERS (225-7377).

ACES Password Requirements

When you first log on to ACES with the password you have received from your Account Administrator or CalPERS, you must change that password to one of your own choosing. (See Page 14 for detailed instructions.)

- Your password must be no fewer than 8 and no more than 12 characters long.
- Your password must be a combination of alpha and numeric characters.
- Your password cannot be the same as your user name.
- Please note that if you enter your password incorrectly three times when attempting to log on, you will be locked out of ACES. Contact your agency's Account Administrator to unlock your account. For further assistance, call the Employer Contact Center at (888) CalPERS (225-7377).
- You will be prompted to change your password every 60 days.

Reminder

The on-line Help function is available to answer many of your questions, making ACES truly user-friendly. Use this as your first resource when you need immediate information, such as instructions or definitions.